

WHAT IS CLAIMED IS:

1. A method of designing a call flow in a speech recognition system, the method comprising:
 - organizing and utilizing a multiple question directed dialog in the speech recognition system;
 - organizing and utilizing a natural language directed dialog in the speech recognition system; and
 - organizing and utilizing an overview dialog in the speech recognition system.
2. The method of Claim 1, wherein the natural language directed dialog comprises a primary concept and a secondary concept.
3. The method of Claim 1, wherein the natural language directed dialog comprises a primary concept and a secondary concept without requiring a structured response.
4. A speech recognition system having a plurality of modules for implementing a call flow, the speech recognition system comprising:
 - at least one global module defining concepts that are available to a caller in a plurality of places in a call flow; and
 - at least one user-defined module that processes at least a portion of the call flow.
5. The speech recognition system of Claim 4, wherein the user-defined module is a list module comprising a standard caller input module.
6. The speech recognition system of Claim 4, wherein the user-defined module is a natural language module comprising primary and secondary responses to process natural language input from the caller.
7. The speech recognition system of Claim 4, wherein the user-defined module is an overview module that continues after an interruption in the call flow where the interruption occurred.
8. The speech recognition system of Claim 4, wherein the user-defined module is a multilevel module that allows multiple questions to be asked by a caller in the same module.

9. The speech recognition system of Claim 4, further comprising an execution chain that provides actions that are performed in response to input by the caller.

10. The speech recognition system of Claim 9, wherein the execution chain is a main execution chain.

11. The speech recognition system of Claim 9, wherein the execution chain is one or more of the following: a no match execution chain, a no input execution chain, an error execution chain, a response execution chain, a confirmation execution chain.

12. A speech recognition system comprising:

a plurality of call flow modules, each call flow module comprising execution chains and grammars, and wherein the call flow modules comprise one of a plurality of types, the types comprising a multilevel type allowing multiple questions to be asked and linking appropriate grammars to questions in multiple execution chains.